


Complaints Procedure - Quick Guide

You can make a complaint: via our website <https://socialfutures.org.au/online-feedback-form/>

via our anonymous portal Whispli <https://socialfutures.org.au/contact-us/anonymous-whispli-feedback/>

by calling us on 1800 719 625



Complaint Stage	Timeframes	Person Responsible	Type of Complaint
Acknowledge	Within 2 business days	Manager	All Tiers
Assess Nature	On receipt	Manager	All Tiers – <i>(If risk of harm refer to Incident procedure)</i>
Record in QMS	1 day	Person receiving	All Tiers
Record in NDIA Business System	Within 1 day	Person receiving	All Tiers – LAC only
Escalate	On receipt	Person Receiving	Tier 2 and 3 <i>If it involves staff conduct or child safety allegations refer to Senior Manager Quality and Compliance</i>
Communicate with complainant	Ongoing	Manager Responsible or Quality & Compliance	Tier 2 and 3
Make External Notification	As soon as known it meets the threshold	Quality & Compliance	If it involves criminal activity, child safety concerns, staff misconduct or is a notifiable incident, as per funding agreement
Determine Outcome	Within 14 business days	Manager Responsible or Quality & Compliance	Tier 1 and 2
Resolve & Close	Within 21 business days	Manager Responsible or Quality & Compliance	Tier 2 and 3
Manage Appeal		Chief Performance Officer	In the event complainant was not satisfied
Implement Improvements		Manager Responsible	

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Complaint Tiers

Tier 1	Tier 2	Tier 3
<ul style="list-style-type: none">• Resolved quickly• Does not require investigation	<ul style="list-style-type: none">• More complex• May require investigation	<ul style="list-style-type: none">• Sensitive / Complex• Formal Investigation• External Review